2017 Performance Improvement Report

STRATEGIC PRIORITY

4. Enhance staff recruitment and retention

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| **Project Name** | | | |
| Hemodialysis: Intra & Inter Staff Cross Training | | | |
| **Site** | | **Department** | |
| Riyadh | | Hemodialysis Unit, Ambulatory Care Nursing | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  This project was selected to build up capacity; this will help to enhance staff retention and efficiency by promoting staff training to expand their competencies. | **Aims:** What will the project achieve?   1. To train 25% of hemodialysis nurses (11 out of 42 staff nurses) on handling suspected peritonitis cases and sample collection for body fluid post working hours for all peritoneal patients. 2. To check off 100% vascular access nurses (3 out of 3 staff nurses) for hemodialysis competencies   This process will be completed by the end of 3Q 2017. |
| **Benefits/Impact:** What is the improvement outcome?  *(check all that apply)*  Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  Increased customer satisfaction  Other (please explain)  Click or tap here to enter text. | **Quality Domain:** Which of the domains of healthcare quality does this project support?  *(Select only one)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | 1. Hemodialysis Cross-Trained Staff in Peritoneal dialysis (%) 2. Vascular Access Staff Cross-Trained in Hemodialysis (%) | 1. 25% 2. 100% | |
| **Interventions:** Overview of key steps/work completed   * Training provided for 2 days outside KFSH&RC for the 11 nurses in Hemodialysis. * In-services provided to those 11 nurses, in addition to the check-off competencies. * Continuous training provided to the 3 Vascular Access Nurses, in addition to the check-off competencies |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project      **Target: 11 Nurses (25%)** |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Maha Al-Wahsh | Wesam Abedrabo  Nisreen Hannoun |